

CE Broker Q&A Summary

1. Continuing Education (CE) Tracking and Renewals

Q: Am I required to set up a CE Broker account?

A: Yes. All licensees are required to set up a CE Broker account and to enter their continuing education hours onto the CE Broker platform. Starting January 1, 2026, a licensee cannot be renewed unless the licensee has created an account and reported sufficient CE hours for the renewal period.

Q: Will the system remind me of CE deadlines?

A: Yes. Automatic reminders will be sent to your email.

Q: Does it keep track of how many CEs we need for ethics, etc.? i.e., specific types of CEs

A: Yes. You will enter your CE by category/subject area. The free Basic account will include information about how much CE is required in each category, though users will be required to keep track of their completion in each category. Other account options include a transcript that shows progress on each category.

Q: Will CE Broker also be handling our renewal process and fee submission?

A: No, CE Broker will only be used to track and maintain your CE records. You will still go directly through the Board to renew your license and submit your renewal fee.

Q: Will CE Broker report our CE completion to BHEC for us for license renewal, or will we need to send the documents to BHEC ourselves?

A: BHEC will have access to your CEs that are reported to CE Broker; you will not need to send documentation to BHEC.

Q: Does acceptance of CE's by CE Broker constitute automatic acceptance by BHEC?

A: No, entering hours and uploading supporting documentation into CE Broker does not mean those hours have been accepted by BHEC; CE Broker does not review the substance of what you enter or upload into the system. If you are selected for an audit, staff will review your hours entered and any uploaded certificates to ensure legitimate CEs were taken.

Q: How far back do we need to upload CE's from?

A: Anything since the last renewal – your CE for the current renewal cycle.

2. Plans and Upgrades

Q: Does the Basic plan meet my board's requirements? Am I required to purchase a premium plan?

A: The Basic, free plan is sufficient to meet all the requirements of your board. Licensees may, but are not required to, purchase a different plan.

Q: What's the difference between Basic, Professional, and Concierge plans?

A: Please visit the CE Broker website for details regarding plans options and costs.

Q: If I start with Basic, can I switch to Professional or Concierge later?

A: Yes, you can upgrade at any time without losing your data.

3. Account Setup

Q: How do I create an account?

A: You can set up an account online at www.cebroke.com, choosing the plan that fits your needs.

Q: How do I find my account?

A: Choose your profession and board name, and then enter your license number to access your account for the first time.

Q: I can't find the name of my specific license on the list?

A: Choose your account by the general program of your license, not the specific name (i.e. Social Work versus LBSW / LMSW / LCSW)

Q: Is there training available for new users?

A: Yes. Tutorials, webinars, and support guides are provided on CE Broker's website.

4. Multiple Licenses

Q: Is there a way to identify and track multiple licenses, including a license in different state?

A: Yes. You can track your CE for all Council licenses using one account. And as long as the other state boards that you are licensed in use CE Broker for compliance management, you will be able to add those licenses and track your CE under one account.

Q: If you hold dual licenses, can you still count the same CE credits for both individual license or will they only apply towards one license?

A: Yes, as long as the course is directly related to the practice for each license held then you can use the courses toward both renewals. At this time, you must upload the course certificate into each license you wish to use it for, unless the course has been reported by the education provider.

5. Uploading and Technical Support

Q: Will CE broker let us know if the sources of our CE meet provider requirements?

A: If you complete a CE from a provider registered with CE Broker, it will automatically know they are a certain provider type. If you upload your own CE from another provider, you will be responsible for entering in what provider type they are.

Q: What if you take a course that has multiple topics – such as a conference that provides 2 hours of ethics and 8 hours of general CE. How will the hours be divided?

A: You must break those hours down when reporting them and submit a “course” entry for each grouping of hours. You may then upload the same supporting documentation along with each separate course entry.

Q: Do CE documents need to be PDFs or can they be other formats?

A: There are multiple acceptable file formats listed below the upload prompt in your account.

Q: What about CE that does not come with a certificate, such as self-study?

A: For non-certificate CE hours other than self-study, such as writing a book or teaching a graduate course, please upload any sort of documentation that shows what you did. This may include copies of articles, photocopies of a book cover, course syllabi, or other relevant documents. For self-study, you are not required to upload any documentation.

Q: Does my license number have to be on the CE certificates for them to count?

A: No, your license number does not have to be on the certificate, as long as it reflects your name. However, to ensure proper credit and to avoid any confusion in a subsequent audit it would be best if the certificate reflects your license number.

Q: Do I need to upload a certificate for each CE hour?

A: You need to upload a certificate for each course, not each hour.

Q: What if you only have a paper certificate for CE?

A: Scan it or take a picture of it with your phone and then upload it.

Q: How long does it take to verify my CE hours once I reported?

A: Uploaded CEs hit your account and report to the Council automatically.

Q: Is there customer support if I run into issues?

A: [CE Broker's Help Center](#) and live support (email or chat) are available Monday–Friday, 8 a.m.–8 p.m. EST.

Q: Can I access the platform on mobile devices?

A: Yes. The platform is mobile-friendly and works across devices.

6. Audits

Q: If we are now going to report all CE documentation each renewal period, will there be any need for an audit?

A: Yes, because CE Broker will not be conducting a substantive review of your entries or uploaded documentation. The post-renewal audits used by the Council going forward will

essentially be the process of staff checking that legitimate CE certificates have been uploaded, and only reaching out to licensees if there is a concern.

Q: When we are audited, is all the info needed for that audit already stored in our CE Broker account? Or do we need to keep separate or additional records? If so, what documentation would we need to submit for an audit request?

A: If you are audited, the Council will automatically have access to the certificate and information you already uploaded. We will only contact you if we need more information.

7. Other/Miscellaneous

Q: Can associates or provisionally licensed clinicians use the system?

A: No. LPC and MFT associate licenses and provisional psychologists do not hold a renewable license, and are not required to meet continuing education requirements. These license types do not have an account established in CE Broker.

Q: Would it cause a problem if we report our own course completion, and then the provider also uploads the same completion to our account?

A: CE Broker's system is able to identify duplicate submissions and they will not count toward your license renewal.

Q: Can you remove your supervisor status?

A: Yes – but this must be accomplished through your online BHEC account through our website, not your CE Broker account.

Q: Experience has taught me that nothing is truly free. When I sign up for a 'free' service, who is covering the actual cost? Is it BHEC, the certified CE providers, or is my contact information shared with publishers or vendors through CE Broker?

A: It truly is free. Your data isn't shared with anyone and BHEC continues to own the data it shares with CE Broker. The law requires that any online CE management system offered by a state agency must be zero cost to the agency and we have required the vendor we use to offer a free basic account.